



Commission for
Communications Regulation

General Authorisation

General Authorisation

Pursuant to Regulation 8 of the European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations, 2003 (S.I. No. 306 of 2003)

Conditions for the provision of Electronic Communications Networks and Services

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Part 1: Definitions and Interpretation

1.1. In the Authorisation and the Conditions, the expressions set out below have the meanings given to them below (and other grammatical forms of the expressions have corresponding meanings):

“2002 Act”: means the Communications Regulation Act, 2002 (No. 20 of 2002);

“Access Regulations”: means the European Communities (Electronic Communications Networks and Services) (Access) Regulations 2003 (S.I. No. 305 of 2003);

“Affiliate”: means any company or entity directly or indirectly controlling or controlled by the Authorised Person or any company or entity subject to common control as the Authorised Person from the same source;

“Authorisation”: means an authorisation pursuant to Regulation 4 of the Authorisation Regulations to provide Authorised Services;

“Authorisation Regulations”: means the European Communities (Electronic Communications Networks and Services) (Authorisation) Regulations, 2003 (S.I. No. 306 of 2003);

“Authorised Person”: means the person who is deemed to be authorised to provide Authorised Services under Regulation 4 of the Authorisation Regulations;

“Authorised Services”: means the establishment, operation, control and/or making available of any Electronic Communications Network and/or the provision of Electronic Communication Services to any third party;

“Cessation of Service” means any Termination, Suspension, or Restriction, howsoever arising, of an Electronic Communications Network or of an Electronic Communications Service, or access thereto, provided by an Authorised Person to Consumers. It does not include the replacement of an Electronic Communications Network or an Electronic Communications Service by a functionally equivalent Electronic Communications Network or Electronic Communications Service. For the purposes of the definition of Cessation of Service:

“Commission”: means the Commission for Communications Regulation established by section 6(1) of the 2002 Act;

“Conditions”: means the Conditions set out in Parts 2 and 3 of this Authorisation and as otherwise supplemented or amended from time to time;

“Consumer” shall mean any natural person who is acting for purposes which are outside his or her trade, business or profession;

“Circuit Reference Number(s) (CRN(s)),” means a unique number sequence used to identify unbundled metallic paths.

“Consumer References”: mean, any number, letter, code or reference (or combination of these and any variation thereof from time to time) designating, pertaining to, identifying or associated with a consumer, a consumer account(s), or service(s), which is necessary for the purposes of the consumer efficiently changing services or efficiently switching from one Authorised Person supplying Electronic Communications Services at a fixed location to another Authorised Person supplying such services. Consumer References includes, but is not limited to Universal Account Number(s) (UAN(s)), Circuit reference Numbers (CRN(s)) or Telephone Number(s).

“Electronic Communications Network”: means the transmission systems and, where applicable, switching or routing equipment and other resources which permit the conveyance of signals by wire, radio, by optical or by other electromagnetic means, including satellite networks, fixed (circuit- and packet-switched, including Internet) and mobile terrestrial networks, electricity cable systems, to the extent that they are used for the propose of transmitting signals, networks used for radio and television broadcasting and cable television networks irrespective of the type of information conveyed;

“Electronic Communications Service”: means a service normally provided for remuneration which consists wholly or mainly in the conveyance of signals on Electronic Communications Networks, including telecommunications services and transmission services in networks used for broadcasting;

“End-User”: means a user not providing public Communications Networks or publicly available Electronic Communications Services.

“Framework Regulations”: means the European Communities (Electronic Communications) (Framework) Regulations, 2003 (S.I. No. 307 of 2003);

“Harmful interference”: means interference which endangers the functioning of a radionavigation service or of other safety services or which otherwise seriously degrades, obstructs or repeatedly interrupts a radiocommunications service operating in accordance with the applicable European Community or national regulations;

“Minister”: means the Minister for Communications, Energy and Natural Resources;

“Other Authorised Person”: means any person who, at the relevant time, is deemed to be authorised to provide Authorised Services under Regulation 3 of the Authorisation Regulations;

“Public Communications Network”: means an Electronic Communications Network used wholly or mainly for the provision of publicly available Electronic Communications Services;

“Specific Obligation”: means an obligation which the Commission may impose on an Authorised Person pursuant to Regulations 5 and 7-13 of the Access Regulations and Regulations 14, 15 and 16 of the Universal Services Regulations.

“Substantial Number” for the purposes of paragraphs 18.2 and 18.3 shall mean 2,000 Consumers in the case of any Termination of an Electronic Communications Network or an Electronic Communications Service, or access thereto and shall mean 20,000 Consumers in the case of any Suspension or Restriction of any Electronic Communications Network or an Electronic Communications Service, or access thereto;

“Suspension or Restriction” shall mean where an Electronic Communications Network or an Electronic Communications Service is suspended or restricted for at least 12 hours in any 24 hour period but is likely to be restored;

“Telephone Number(s)”: means a number from a national or international telephone numbering plan associated with Electronic Communications Services.

“Termination” shall mean where an Electronic Communications Network or an Electronic Communications Service is unlikely to be restored by the Authorised Person in the immediate future;

“Universal Account Number(s) (UAN(s))”: means any number, letter, code or reference (or a combination of these) designating, pertaining to, identifying or associated with a consumer, a consumer account(s) or service(s), necessary for the purposes of a consumer switching from one Authorised Person to another.

“User”: means a legal entity or natural person using or requesting publicly available Electronic Communications Services;

“Universal Service Regulations”: means the European Communities (Electronic Communications Networks and Services) (Universal Service) Regulations, 2003 (S.I. No. 308 of 2003);

“Universal Service Directive”: means the European Communities Directive 2002/22/EC of 24 April 2002 on universal service and users’ rights relating to Electronic Communications Networks and Services;

“Working day” means a day which is not a Saturday, Sunday or public holiday in Ireland.

1.2 In this Authorisation unless the context indicates a contrary intention:

- (1) a reference to a paragraph shall be to a paragraph of this Authorisation unless otherwise stated;
- (2) a document will be incorporated into and form part of the Conditions if it is referred to in the Conditions and a reference to such a document is to that document as varied from time to time;
- (3) headings used for Conditions, paragraphs, subparagraphs are for ease of reference only and will not affect the interpretation of the Conditions;
- (4) references to any law, ordinance, by-law, regulation or other statutory instrument include any modification, re-enactment or legislative provisions substituted for the same;
- (5) use of the word 'includes' or 'including' is to be construed as being without limitation; and
- (6) the masculine gender shall include the feminine and neuter, and the singular shall include the plural, and vice versa, and references to persons shall include bodies corporate, unincorporated associations or partnerships. References to a person shall include that person's personal representatives, successors and lawful assigns.

2. Nature of the Authorisation

2.1 An Authorised Person may:-

- (a) subject to Regulation 8(3) of the Authorisation Regulations, provide the electronic communications networks or services as described in a notification under Regulation 4(2) or 4(4) or, where a notification is not required, as described in a determination by the Commission made in accordance with Regulation 4(6) of the Authorisation Regulations,
- (b) apply for a consent under section 53 of the 2002 Act, and
- (c) apply for a licence under section 254(1) of the Planning and Development Act, 2000 for the establishment of overground electronic communications infrastructure and any associated physical infrastructure.

2.2 Where the Authorised Person is providing an Electronic Communications Service or Network to the public he/she may:

- (a) under the conditions of, and in accordance with, the Access Regulations negotiate interconnection with and where applicable obtain access to or interconnection from another Authorised Person or another undertaking deemed to be authorised in another Member State to provide a publicly available Electronic Communications Network or Service; and
- (b) be given an opportunity by the Commission to be designated under Regulation 7 of the Universal Service Regulations to carry out obligations referred to in that Regulation.

2.3 For the avoidance of doubt, the Authorisation is non-exclusive.

2.4 The Authorisation is personal to the Authorised Person. The Authorised Person shall not sub-authorise or grant or otherwise transfer any right, interest or entitlement in the Authorisation.

2.5 Nothing in this Authorisation shall absolve the Authorised Person from any requirement in law to obtain such additional consents, permissions or Authorisations as may be necessary for the provision of Authorised Services and for the exercise of its rights or discharge of its obligations under the Authorisation. The Authorised Person is responsible for all costs, expenses and other commitments (financial and non-financial) in respect of the Authorisation and provision of the Authorised Services and the Commission shall bear no responsibility whatsoever for such costs, including without limitation expenses or commitments.

2.6 This Authorisation supersedes any prior communications from the Commission relating to the authorisation of electronic communications networks and services and nothing in any guidance notes or other prior communications by the Commission shall be deemed incorporated into this Authorisation.

2.7 This Authorisation is subject to the provisions of the Authorisation Regulations, all applicable national and European Community law and all decisions, determinations, requirements, specifications, notifications and directions made by the Commission from time to time in accordance with the applicable national or European Community laws.

3. Amendment and enforcement

- 3.1 The Commission may amend this Authorisation from time to time where objectively justifiable, and in a proportionate manner. Any amendment shall be made in accordance with Regulations 15 of the Authorisation Regulations, and any other requirements under applicable national or European Community law.
- 3.2 The Commission may enforce the Authorisation Conditions in accordance with Regulations 16, 17, 23 and 24 of the Authorisation Regulations, and any other requirements under applicable national or European Community law.

4. Procedures for Imposition, Maintenance, Amendment or Withdrawal of Specific Obligations

- 4.1 Without prejudice to the provisions of Regulation 8 of the Access Regulations and Regulation 13 of the Universal Service Regulations, or other relevant transitional provisions agreed or to be agreed in accordance with European law, the Commission shall not impose specific obligations on Authorised Persons otherwise than in accordance with the provisions of the Framework Regulations.
- 4.2 The Commission shall define relevant markets in accordance with the requirements of Regulation 26 of the Framework Regulations.
- 4.3 The Commission shall carry out analysis of such markets in accordance with the requirements of Regulation 27(1) of the Framework Regulations and shall determine on the basis of such analysis whether each relevant market is effectively competitive
- 4.4. Where the Commission concludes that a relevant market is effectively competitive, the Commission shall not impose any specific obligations on any Authorised Person. In cases where an Authorised Person had previously been designated as having Significant Market Power (“SMP”) in such market and such specific obligations already exist, the Commission shall, after giving reasonable notice to any parties which it considers to be affected by such withdrawal, withdraw such specific obligation from the Authorised Person concerned.
- 4.5 Where the relevant market is not effectively competitive, the Commission shall designate the Authorised Person(s) with SMP (“SMP Operators”) in that market in accordance with Regulation 25 of the Framework Regulations. In relation to such SMP Operators, the Commission shall impose, maintain or amend such specific obligations as the Commission considers appropriate in accordance with the provisions of the Framework, Access and Universal Service Regulations.

- 4.6 The Commission shall, jointly with any other relevant national regulatory authority concerned, apply the provisions of this paragraph 4 in relation to transnational markets identified in a decision referred to in Article 15(4) of the Framework Directive.
- 4.7 The Commission shall, after such period as it considers appropriate, carry out a further analysis of each relevant market in accordance with the provisions of the Framework Regulations.
- 4.8 The provisions of this paragraph 4 are without prejudice to the duties of the Commission under Regulations 19 and 20 of the Framework Regulations.

5. Procedures for Imposition of Universal Service Obligations

- 5.1 The Commission shall, in accordance with the provisions of the Universal Service Regulations, designate one or more Authorised Persons as having Universal Service Obligations.
- 5.2 The obligations which the Commission may impose on Authorised Persons so designated shall, *inter alia*, relate to:
- (a) The provision to the public of access at a fixed location of
 - (i) connections to the public telephone network, and
 - (ii) access to publicly available telephone services,
 - (b) The provision to end users of a directory inquiry services and directories
 - (c) The provision of public pay telephones
 - (d) Specific measures to ensure that disabled end-users can enjoy access to and affordability of publicly available telephone services
- 5.2 The Commission shall specify the period of each designation.
- 5.3 In designating an Authorised Person under paragraph 5.1, the Commission shall adopt an efficient, objective, transparent and non-discriminatory designation mechanism whereby no undertaking is *a priori* excluded from being designated.

Part 2: General Conditions

6. Provision of Information

6.1 The Authorised Person shall provide such information requested from time to time by the Commission, in the form and at the times specified by the Commission, for the purpose of the objectives set out in Regulations 17(1) and 18(1) of the Authorisation Regulations and in Regulation 17(1) of the Framework Regulations; and in accordance with the provisions of Regulation 18(3) of the Authorisation Regulations and Regulation 17(2) of the Framework Regulations

7. Emergency Services and Major Disasters

7.1 The Authorised Person shall comply with any decisions, determinations, requirements, specifications, notifications and directions issued by the Commission from time to time regarding emergency services and the provision of Authorised Services during major disasters.

8. Electromagnetic Radiation

8.1 The Authorised Person shall comply with any radiation emission standards adopted and published by the International Commission for Non-Ionising Radiation Protection (ICNIRP) or its successors from time to time; any radiation emission standards of the European Committee for Electrotechnical Standards and any other radiation emission standards specified by law.

8.2 The Authorised Person shall ensure that non- ionising radiation emissions from apparatus operated by the Authorised Person are within the limits specified by the guidelines published by ICNIRP.

8.3 The Authorised Person shall ensure that apparatus operated by the Authorised Person is not installed or operated at a location in such a manner as to cause the aggregate of non- ionising radiation emissions to exceed the limits specified by the guidelines published by ICNIRP.

9. Integrity of Public Communications Networks

9.1 The Authorised Person shall ensure that his or her Electronic Communications Network and parts thereof shall be designed, constructed, installed, maintained, operated and used so as not to cause harmful interference with the lawful use or operation of any Electronic Communications Network.

9.2 The Authorised Person shall comply with any decisions, determinations, requirements, specifications, notifications and directions issued by the Commission from time to time regarding the maintenance of the integrity of Public Electronic Communications Networks and in connection with investigations by the Commission into cases of interference with the operation

of Electronic Communications Networks or other authorised apparatus for wireless telegraphy.

10. Use of Radio Frequencies

10.1 Where the Authorised Person uses apparatus for wireless telegraphy of a class or description set out in an order(s) under Section 3(6) of the Wireless Telegraphy Act, 1926 which provides an exemption from licensing, the Authorised Person shall use such apparatus in accordance with such orders.

11. Standards to Ensure Harmonised Electronic Communications Networks and Services

11.1 The Authorised Person shall have regard to any notices or guidelines issued by the Commission under Regulation 29 of the Framework Regulations which are issued for the purpose of encouraging the use of standards, specifications or recommendations adopted by the International Telecommunication Union, the International Organisation for Standardisation or the International Electrotechnical Commission.

Part 3: Conditions Applying to Persons Obligated to Notify the Commission under Regulation 4 of the Authorisation Regulations

12. Universal Service Funding

12.1 The Authorised Person shall make contributions to assist in the funding of a Universal Service in conformity with the Universal Service Regulations and in accordance with any directions issued by the Commission under applicable laws and regulations governing Universal Service Obligations in force from time to time.

13. Administrative Charges

13.1 The Authorised Person shall make any payment required to be paid in accordance with an order made by the Commission under the powers of the Commission set out in Section 30 of the 2002 Act as amended by Regulation 19 of the Authorisation Regulations.

14. Interconnection

14.1 The Authorised Person shall comply with the provisions of the Access Regulations and with any decisions, determinations, requirements, specifications, notifications and directions issued by the Commission from time to time regarding access and interconnection under applicable laws and regulations in force.

14.2 The Authorised Person shall, when requested by any Other Authorised Person negotiate interconnection with that Other Authorised Person for the purpose of providing publicly available electronic communications services in order to ensure provision and interoperability of services throughout the Community.

14.3 Without prejudice to Regulation 18 of the Authorisation Regulations, the Authorised Person shall, in respect of information acquired from another Authorised Person before, during or after the process of negotiating access or interconnection arrangements, use such information solely for the purpose for which it was supplied and shall respect at all times the confidentiality of such information transmitted or stored.

14.4 The Authorised Person shall offer access and interconnection to Other Authorised Persons on terms and conditions consistent with any obligations imposed by the Commission pursuant to Regulations 6, 7, 8 and 9 of the Access Regulations.

15. Accessibility of numbers

15.1 The conditions attached to this General Authorisation which relate to use of numbers from the national numbering scheme, by any authorised undertaking, are set out in the “Numbering Conditions of Use and Application Process”, ComReg Document No. 15/136R1, as amended. For the purpose of monitoring and enforcing compliance by authorised undertakings with the number conditions attached to this General Authorisation, this document and the Numbering Conditions of Use and Application Process shall, as appropriate, be read as one.

16. Co-location and Facility Sharing

16.1 The Authorised Person shall comply with any decisions, determinations, requirements, specifications, notifications and directions issued by the Commission in relation to co-location and facility sharing.

17. Misuse of Data

17.1 The Authorised Person shall safeguard the privacy and confidentiality of any electronic communication messages associated with the Authorised Services in accordance with any applicable national and European Community law in force from time to time.

17.2 The Authorised Person shall not make use of network or traffic data, traffic profiles or any other data of any nature, which are not otherwise lawfully publicly available and which become available to the Authorised Person directly or indirectly either as a result of entering into interconnection arrangements or otherwise as a result of carrying electronic communications messages, in such a way which, in the reasonable opinion of the Commission, would unduly prefer the interests of any business carried on by the Authorised Person or an Affiliate or place persons competing with that business at an unfair disadvantage.

17.3 The Authorised Person must at all times comply with all applicable national and European Community law in force from time to time, including but not limited to the requirements of EC Directive 97/66/EC of 15 December 1997, regarding personal data and privacy protection specific to the electronic communications sector.

18. Consumer Protection Rules

18.1 The Authorised Person shall comply with all decisions, determinations, requirements, specifications, notifications and directions issued by the Commission in relation to End-User interests and rights pursuant to the Universal Service Regulations.

18.2 An Authorised Person shall notify the Commission in writing;

(i) immediately where it believes there is a reasonable probability of a Cessation of Service affecting a Substantial Number of Consumers; or

(ii) without prejudice to the contractual rights and obligations of the Authorised Person, upon, and at the same time that it takes any action (such as issuing a notice of termination of a contract) against another Authorised Person, if it is of the view, in relation to that Authorised Person, that there is a reasonable probability of any Cessation of Service affecting a Substantial Number of Consumers as a consequence of that action; or

(iii) in any event no later than ten working days prior to the actual or anticipated Cessation of Service affecting a Substantial Number of Consumers, save where action is urgently required to ensure network integrity or safety of life, such that notification to the Commission is not possible. In this situation the Authorised Person shall notify the Commission as soon as possible.

18.3 Without prejudice to the provisions of Regulation 17(4) of the Universal Service Regulations, an Authorised Person shall notify its Consumers as soon as possible in the event of a Termination affecting a Substantial Number of its Consumers. Without prejudice to the provisions of Regulation 17(4) of the Universal Service Regulations, an Authorised Person shall notify its Consumers immediately, where a final decision has been taken to implement a Cessation of Service affecting a Substantial Number of its Consumers.

18.4 Where the Commission forms the view that there is a reasonable probability of any Cessation of Service, the Authorised Person shall, upon request from the Commission, provide it with any information which the Commission considers necessary.

18.5 An Authorised Person shall at all times use reasonable endeavours to ensure the effect of any Cessation of Service is minimised. An Authorised Person shall use reasonable endeavours to ensure the continuous provision of the Electronic Communications Network or the Electronic Communications Service, where practicable, taking proper account of the nature and extent of the Cessation of Service and the likely Consumer requirement for the Electronic Communications Network or the Electronic Communications Service to continue to be provided. This is without prejudice to the contractual rights and obligations of the Authorised Person.

18.6 Consumer References

18.6.1 Every Authorised Person that is the direct provider of Electronic Communications Services at a fixed location to a consumer shall ensure as far as practicable, that all Consumer References are included on all consumer invoices or bills for such services, including those provided electronically. They shall be clearly presented and identified prominently.

18.6.2 Where an Authorised Person is not the direct provider of Electronic Communications Services at a fixed location to a consumer but has created, designated or allocated Consumer References pertaining to a consumer, or

consumer account, or consumer service, it shall upon request and as soon as possible provide those Consumer References to the Authorised Person that is or will imminently be the direct provider of such services to the consumer, in order that that Authorised Person can meet its obligations under condition 18.6.1.

18.7 Itemised Billing and Billing Mediums

In Conditions 18.7.1 – 18.7.12, the following definitions shall apply:

“alternative billing medium” means a bill in any medium other than paper and includes an e-bill and an online bill;

“e-bill” means a bill which is sent to a consumer’s email address.

“fully itemised bill” means a bill which includes transaction details that allows consumers to verify and control their charges for using Authorised Services and which allows consumers to adequately monitor their usage and expenditure and thereby exercise a reasonable degree of control over their bills.

“level of bill itemisation” means fully itemised bill, non-itemised bill or standard itemised bill.

“online bill” means where the Bill is made accessible to a consumer by the consumer signing into their Authorised Provider’s online system.

“non-itemised bill” means a bill for Authorised Services issued in accordance with Regulation 7 of the European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communications) Regulations 2011.

“relevant billing medium features” means the minimum details the Consumer requires to be able to access and operate the alternative billing medium.

“standard itemised bill” means a bill for Authorised Services, provided by Authorised Persons to consumers that does not have all the details of a fully itemised bill.

“transaction details” means details in respect of each communication transaction (such as voice call, SMS, MMS, data session (which may involve multiple records covering a period of up to one day), PRS etc,) including the following:

- date of transaction;
- start time of transaction;
- number called, if relevant;

- duration of the transaction, if relevant;
- the price of the transaction, including “0” if no charge applies; and
- details of any further charge arising.

18.7.1

- I. Every Authorised Person who provides Authorised Services to Consumers on a post-paid basis, shall issue to each Consumer, free of charge and within a reasonable period in advance of each payment due date either
 - a. a non-itemised bill
 - b. a standard itemised, or
 - c. a fully itemised bill.
- II. Insofar as a universal service provider is obliged to fulfil aspects of this obligation by virtue of its obligation pursuant to Regulation 9 (2) of the European Communities (Electronic Communications Networks and Services) (Universal Service and Users’ Rights) Regulations 2011 this condition is not applicable to it as it is already obliged to do the same thing by virtue of other applicable law.
- III. Insofar as undertakings are obliged to fulfil aspects of this obligation, with regards to non-itemised bills, by virtue of obligations pursuant to Regulation 7 of the European Communities (Electronic Communications Networks and Services) (Privacy and Electronic Communications) Regulations 2011), this condition is not applicable to them as they are already obliged to do the same thing by virtue of other applicable law. For the avoidance of doubt, and in accordance with 18.7.1(I) the non-itemised bills shall be provided free of charge.

18.7.2 An Authorised Person providing Authorised Services to a Consumer on a post-paid basis, must, provide each Consumer with fully itemised bill or non-itemised bill, as requested by the Consumer, if such a request is made.

18.7.3 An Authorised Person who provides Authorised Services to Consumers on a post-paid basis, shall not change the level of bill itemisation provided from one level to another to an existing Consumer unless that Consumer explicitly consents to the change of level of bill itemisation or requests a change to the level of bill itemisation.

18.7.4 An Authorised Person, who provides Authorised Services to Consumers on a pre-paid basis shall, following a request, from a Consumer, provide the Consumer with their transaction details from within a reasonable period of time, free of charge, and in a medium that is accessible by that Consumer.

18.7.5

- I. Calls which are normally free of charge to all calling Consumers, including calls to help-lines, free-phone numbers, calls to emergency services, and calls to harmonised numbers for harmonised services of social value, are not to be identified by the Authorised Person in the calling Consumer's transaction details or bill.
- II. Insofar as the universal service provider is obliged to fulfil this obligation or aspects thereof by virtue of its obligation pursuant to Regulation 9 of the European Communities (Electronic Communications Networks and Services) Universal Service and Users' Rights) Regulations 2011, this condition is not applicable to it, as it is already obliged to do the same thing by virtue of other applicable law.

18.7.6 An Authorised Person shall provide the Relevant Billing Medium features to a Consumer in advance of providing their bill in an alternative billing medium, in the following circumstances:

- I. To new Consumers before they enter into a contract with the Authorised Person; or
- II. To existing Consumers where the Authorised Person has verified that the Consumer can access and use the alternative billing medium and intends to change the Consumer to an alternative billing medium.

18.7.7 An Authorised Person may provide a bill to individual Consumers in an alternative billing medium provided the Authorised Person has verified, in advance, that the individual Consumer can access and use the alternative billing medium, otherwise the Authorised Person should issue bills to that Consumer in paper format.

18.7.8 For the purpose of Condition 18.7.7, the Authorised Person has verified that a Consumer can access and use an alternative billing medium

- I. if the Consumer has consented to receive their bill via an alternative billing medium and the Authorised Person has recorded that consent, either by audio, written or, electronic means; or
- II. in the case of an online bill, where the Authorised Person is providing broadband to a Consumer, and the Authorised Person has provided adequate information to allow the Consumer to access the online bill: or
- III. in the case of an e-bill, where the Consumer has provided an email address to the Authorised Person and where the Consumer has specified that the email address is to be used for this purpose.

18.7.9 Where a Consumer has, since the receipt of their last bill, informed their Authorised Provider that they cannot reasonably access their bill or use the alternative billing medium, the Authorised Person shall provide that Consumer's bills in paper, free of charge.

18.7.10 An Authorised Person providing an online bill shall adequately notify the Consumer, using a means separate to the online service, in accordance with Data Protection legislation, that the bill is available online. Such notification shall be separate to any direct marketing messages that may be sent in accordance with Data Protection legislation.

18.7.11 Every Authorised Person who provides Authorised Services to Consumers on a post-paid basis, shall provide each Consumer with details in respect of their billing options (including the level of bill itemisation, if relevant) and billing mediums, before the consumer enters into a contract with the Authorised Person.

19. Security of Public Networks

19.1 The Authorised Person shall take all measures necessary to ensure the security of Public Electronic Communications Networks against unauthorised access according to EC Directive 97/66/EC of 15 December 1997.